

Adult Companion Services (age 21 and over)

Definition: Non-medical care, supervision and socialization, provided to a functionally impaired adult. Companions may assist or supervise the individual with such tasks as meal preparation, laundry and shopping, but do not perform these activities as discrete services. The provision of companion services does not entail hands-on nursing care but may entail hands-on assistance or training to the participant in performing activities of daily living and independent living skills. Providers may also perform light housekeeping tasks which are incidental to the care and supervision of the individual. This service is provided in accordance with a therapeutic goal in the Support Plan and is not diversional in nature. Reimbursement will not be made to any family members residing in the same residence as the participant.

The unit of service is 15 minutes, provided by one Companion worker.

Service Limits: Adult Companion Services are limited to a maximum of 112 units per week (28 hours per week), as determined by SCDDSN assessment. A week is defined as Sunday through Saturday. When Adult Companion is authorized in conjunction with Adult Attendant Care and/or Personal Care 2, the combined total hours per week of services may not exceed 28. Unused units from one week cannot be banked (i.e. held in reserve) for use during a later week. However, the limits may be exceeded if applying the limits would create a substantial risk that the individual would no longer be able to live in the community, but would, because of the limit in services, have to be institutionalized.

Note: Persons receiving Residential Habilitation cannot receive Companion Services through the ID/RD Waiver **unless they reside in a SLP I**. The definition of Residential Habilitation allows for services that Adult Companion would provide. If an individual is assessed to need Adult Companion Services while residing in a SLP I (and they also receive Residential Habilitation), then Adult Companion Services can be provided at times when Residential Habilitation is **not** being provided. If Adult Companion is provided concurrently with Residential Habilitation, there must be clear documentation that the therapeutic goals addressed by the companion cannot be addressed by habilitation. For Residential Habilitation provided through a SLP I, one unit equals 15 minutes of service.

Providers: Adult Companion Services are provided by companies/agencies contracted with DDSN as qualified providers of Adult Companion Services. The Adult Companion Services provider must meet the minimum qualifications and training requirements outlined in SCDDSN's "Home Supports Caregiver Certification" (February 2008) or be a DDSN Board employee. The participant must be given a list of approved providers to choose from for the service requested. Offering a choice of provider and the provider selected must be documented in the case notes.

Conflict Free Case Management:

In order to honor choice and prevent conflicts of interest, providers of Waiver Case Management services must not provide any other waiver service to the same person. When there is a conflict, the WCM will help the participant understand why a conflict exists and offer a choice of either another WCM provider or another waiver service provider. The Case Manager must then transition the participant to the chosen provider within 60 days.

Arranging for and Authorizing Services: As indicated in the definition, Adult Companion Services must be provided in accordance with a therapeutic goal. The Waiver Case Manager must document the need for the services in the participant's Support Plan along with the goal(s)/objective(s) to be implemented by the companion. The Support Plan must also include documentation of the amount and frequency of the service, as well as the projected completion date for the goal(s)/objective(s).

For those participants who receive Day Activity, Community Services, Career Preparation Services and/or Employment Services through the waiver, Adult Companion Services are not prohibited. While not prohibited, it is not recommended that Adult Companion Services be provided in addition to these habilitation services, as they generally allow for services that Adult Companion would provide. If Adult Companion services are provided concurrently with habilitation services, there must be clear documentation that the therapeutic goals addressed by the companion cannot be addressed through the other habilitation services.

When the need for the service has been determined, the participant's Support Plan must be updated to clearly reflect the name of the service and payer, the amount, frequency, and duration of the service, and the provider type. The Support Plan or Plan Change Request will be reviewed by the Waiver Administration Division. If applicable, the WCM must add the service "as receiving" to the Service Tracking System (STS).

To initiate the service following approval by the Waiver Administration Division, an electronic authorization must be completed via Therap and submitted to the chosen provider. Services must be authorized annually at the time of the Support Plan, and as changes are made to the service throughout the plan year.

Monitoring Services: The Waiver Case Manager must monitor the service for effectiveness, usefulness and participant satisfaction. Monitoring may be completed with the participant, representative, service providers, or other relevant entities. Information gathered during monitoring may lead to a change in the service, such as an increase/decrease in units authorized, change of provider, change to a more appropriate service, etc. DDSN recommends that the Waiver Case Manager monitors this service when it begins and as changes are made.

Monitoring must be conducted as frequently as necessary in order to ensure:

- the health, safety and well-being of the participant;
- the service adequately addresses the needs of the participant;
- the service is being furnished by the chosen provider in accordance with the authorization, relevant policies and quality expectations;
- the participant/representative is satisfied with their chosen provider/s.

Some questions to consider during monitoring include:

- Is the participant receiving Adult Companion Services as authorized?
- Does the companion show up on time and stay the scheduled length of time?
- Does the companion show the participant courtesy and respect?
- Does the service need to continue at the level at which it has been authorized?
- Is the participant pleased with the service being provided, or is assistance needed in obtaining a new provider?
- What type of training is the participant receiving? Is the participant satisfied with the training?
- Are the training areas consistent with the goals on the participant's Support Plan?
- Is the participant making progress in training areas identified? If not, are goals and objectives reviewed and amended as needed?

Reduction, Suspension or Termination of Services: If services are to be reduced, suspended or terminated, a written notice must be sent to the participant/representative including the details regarding the change(s) in service, the allowance for reconsideration, and a ten (10) calendar day waiting period (from the date that the reduction/suspension/termination form is completed and sent to the participant/legal guardian) before the reduction, suspension or termination of the waiver service(s) takes effect. See *Chapter 9* for specific details and procedures regarding written notification and the reconsideration process.